

CIT Customer Satisfaction Report

For the Period 4/1/2005 to 6/30/2005

Survey responses for tickets closed by CIT

Snapshot Date: 7/5/2005

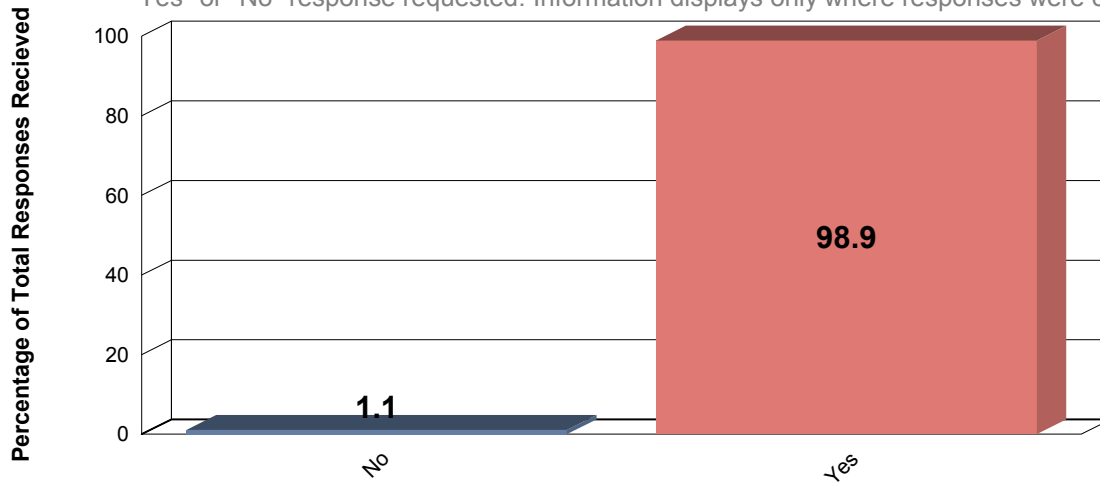
Number of Surveys Sent During Period: 34,578

Number of Surveys Returned: 1130

Rate of Return: 3.20 %

Were the Consultant(s) Courteous?

"Yes" or "No" response requested. Information displays only where responses were captured.

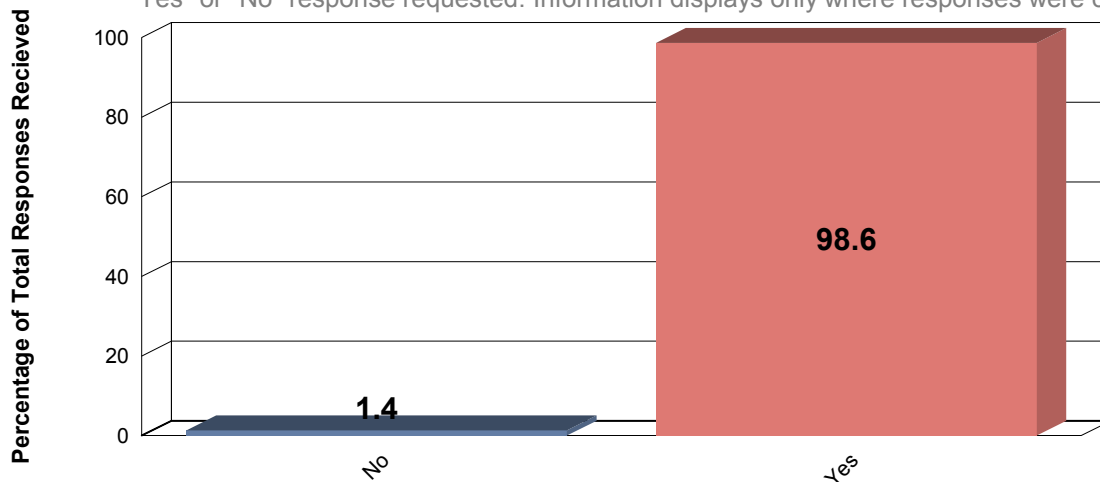


Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Explanation of Why Consultant(s) Were Not Courteous
ST1608247	THis guy refused to consider that my problem was related to what the helpdesk had informed me to do in an earlier call.

Did the Consultant(s) Understand the Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

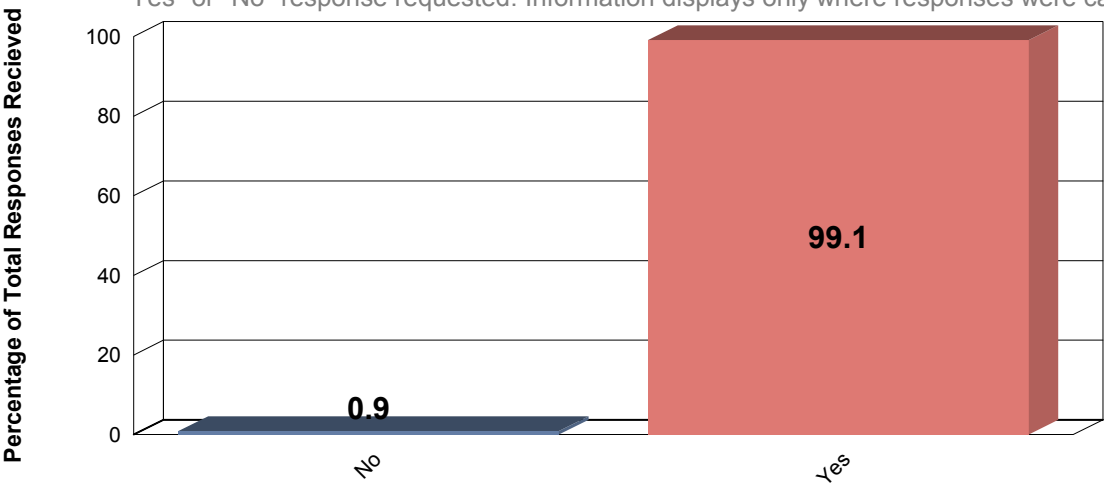


Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request
ST1523392	Although I asked to be transferred to someone who knew about the ADB, it took a while to convince him I needed someone else.
ST1592316	The help desk contact did not recognize the system name and referred my request to another group.
ST1582462	This person talked down to us as if instructions were not read.
ST1582300	Someone else told him after he walked me through instructions that the Silk page for Titan Password was not working.
ST1608247	He never even considered the possibility that deleting cookies was causing me problems, and despite repeated requests from me, c
ST1618692	I only needed the format for the user ID. I asked if it was the same id used when logging onto NIH email. They could not give
ST1590723	The original question send on June 1 specifically requested information by academic department. Helpdesk did not understand that

Was the Problem/Request Resolved in a Timely Manner?

"Yes" or "No" response requested. Information displays only where responses were captured.



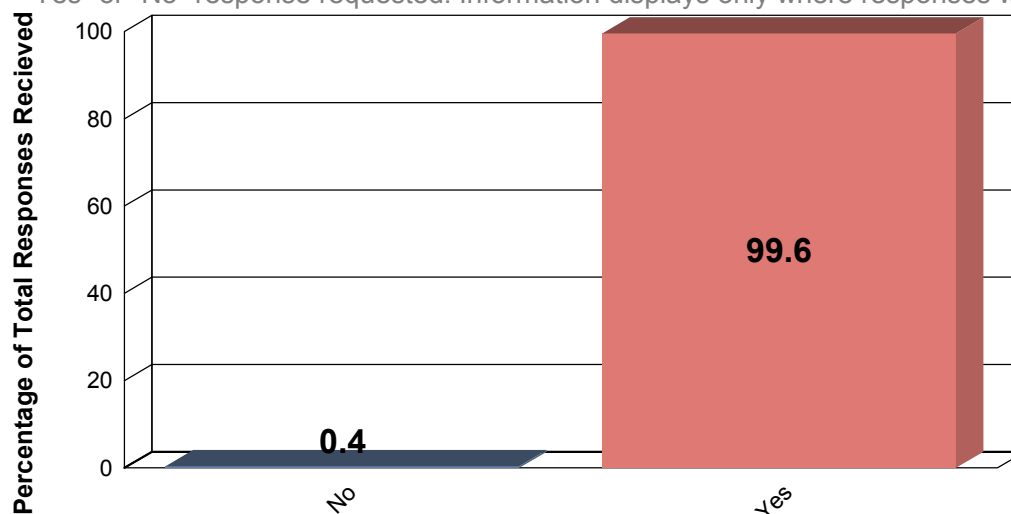
Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?
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ST1592316	Immediately < 15 minutes
ST1523392	Less than 1 business day
ST1610679	No Answer
ST1556335	No Answer
ST1576014	No Answer
ST1582873	No Answer
ST1572004	Other (Specify) After I identified the error on 5/18, it has taken 3 emails and it was finally resolved today. This is a VERY long time!!!!
ST1582300	Other (Specify) No, I was sent up to the Account Sponsor who had an unresolved problem from yesterday. Temporary passwords cannot be changed.
ST1608247	No Answer I'm hoping my local help guys can deal with it.
ST1618692	Immediately < 15 minutes
ST1582462	Other (Specify) Said it couldn't be done and had to go through Account Sponsor, who had reported problem yesterday.
ST1620476	Less than 1 business day I sent my problem on Monday, 6/20 and it was not resolved until 6/22. I am very grateful that it is resolved now. Thank You!
ST1554285	No Answer
ST1590723	Less than 3 days
ST1597267	No Answer

Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

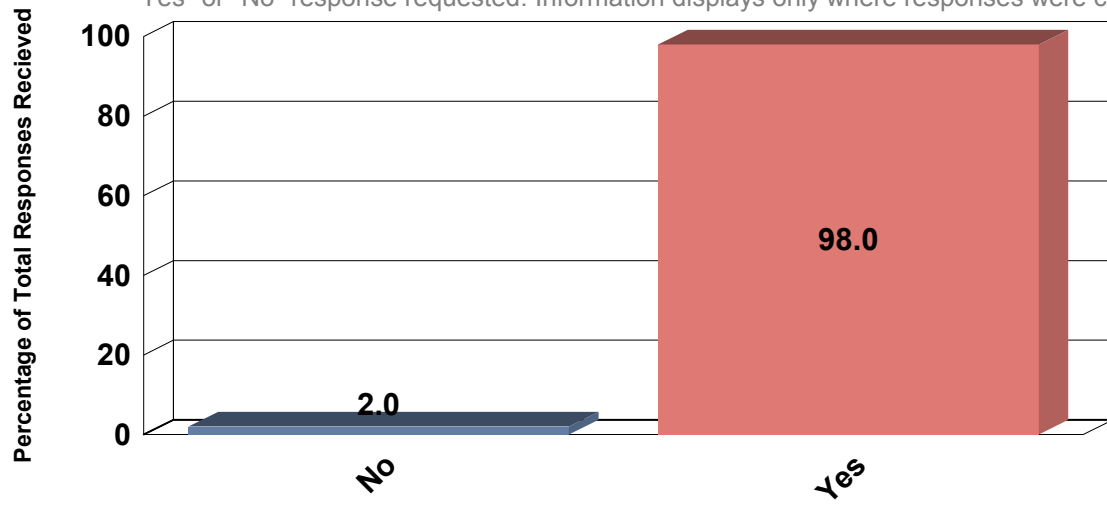


Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Which Consultant(s) Was Not Effective?
ST1409368	No Answer
ST1528286	No Answer
ST1607672	Other (Specify) Again, I was not the one who submitted the ticket.
ST1625903	No Answer
ST1525581	No Answer Just the one I spoke with this morning.
ST1608247	NIH Help Desk Consultant Phone support.
ST1605353	No Answer

Was the Problem/Request Resolved to Your Satisfaction?

"Yes" or "No" response requested. Information displays only where responses were captured.



Responses to Additional Questions Asked When Response was "No"

Service Ticket Number

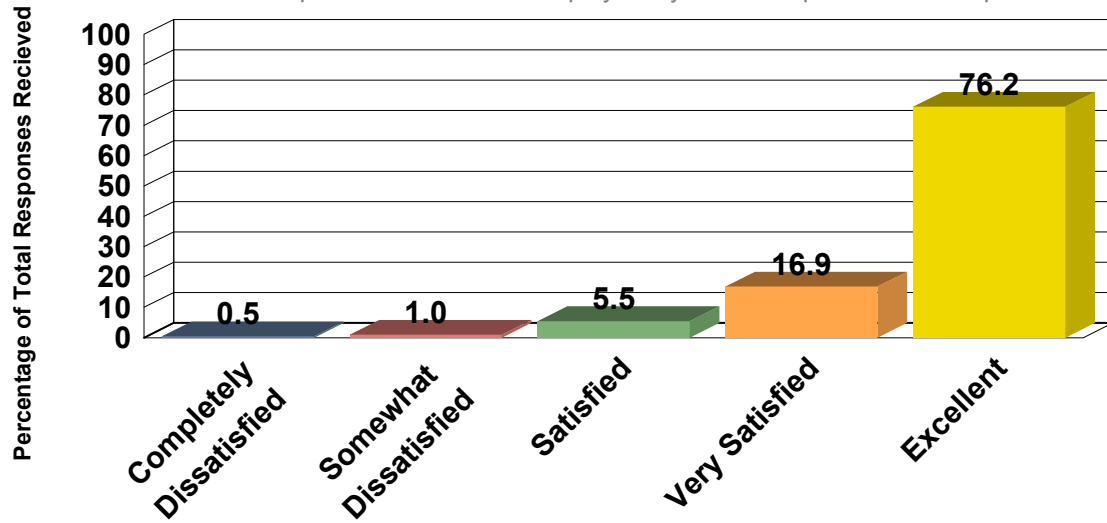
Would You Like to Reopen Your Service Ticket?

ST1526906	No	
ST1608439	No	
ST1620691	No	
ST1626035	No	
ST1523392	No	
ST1593789	No	
ST1614620	No	
ST1555100	No	Person Search in IMPSTG is still running slow/locking up. Supposedly OPs is working on this, but the ticket was closed with no
ST1570090	No	
ST1582462	No	As previously stated, found resolution and emailed it to CIT Helpdesk.
ST1618359	No	
ST1620476	No	
ST1625872	No	
ST1552358	No	
ST1572004	No	
ST1579649	No	
ST1582300	No	I researched to get a workable syntax and sent it back to TASC. Please get message to your consultants so they don't lose an ho

ST1588920	No
ST1608247	No I trust my local support people, who agreed to come help me without giving me a RUDE hassle.
ST1618692	No
ST1542378	Yes 301 496-7576
ST1567371	No
ST1587302	No Each time I call we are charged, yet the problem still persists.
ST1590052	No
ST1590723	No
ST1594747	No
ST1618039	No
ST1625803	No
ST1537065	No
ST1554409	No
ST1576235	No
ST1592316	No
ST1609074	No Please make sure that slides are in focus. Thanks

How Would You Rate Your Overall Customer Experience?

"Completely Dissatisfied", "Somewhat Dissatisfied", "Satisfied", "Very Satisfied" or "Excellent" response requested. Information displays only where responses were captured.



Service Ticket Number	Comments/Suggestions
ST1513947	I always get very good and courteous support.
ST1515810	I received excellent service, I didn't have my USB cord, however, once I got the consultant came back promptly and hooked it up. Thanks for such excellent service.
ST1521936	Response time and customer service excellent.
ST1522654	It's always a pleasure dealing with Randy Francini. He is very accommodating and professional.
ST1524374	I want to thank Kendra for helping me get NBS Travel Users back on the NIH Portal. She also told me the HELP DESK was aware of the problem and working on it to get it fixed. THANKS AGAIN KENDRA.
ST1524700	The CIT professional, Todd, helped me solve my problem of getting into the NBS Travel system. The CIT Help Desk has been a tremendous group, providing me with on-the-spot help and information needed to do my job. Thank you ALL for being there!! Sharon Pa
ST1526587	YOU ROCK!
ST1532650	As a contractor, he really did not understand as if he has been on site at NIH for long, but the problem did resolve itself as we spoke, and he was courteous, and would have helped me get it straightened out if I had needed more help.
ST1533830	Thank you!
ST1534438	Great service and response. Thanks!
ST1537210	The rating above is for my phone call not the e-mail response. Jay was the one who finally answered my initial question. He serves your NIH Help Desk well. I was very impressed with his efficiency.
ST1538608	It was a pleasure to speak with Cathy. She was very helpful and courteous. My problem was resolved very quickly. Keep up the good work!
ST1541491	Today, everything was handled very well. The only problem that I have had "in the past" is the link and timeliness of Techs responding to Citrix or other services needing in-building support when the request has to first go through the Helpdesk. Sometim
ST1546363	If I hadn't sent the email I would of never guessed to "right click" for the form. All of the other forms came up easily using the "left click".
ST1552693	This was a memorable encounter. I had a lot to accomplish, wasn't very organized about what was wrong, and kept wanting "more." Phillip Davis is a genuine credit to your staff.
ST1553944	Very quick reply and solved the problem with just the one e-mail procedure

ST1555112	REsponse was very fast -thank you
ST1556595	Thanks for the very quick resolution! GS
ST1556794	I really appreciate the courteous and good services I got this morning to resolve my logging problem.
ST1557310	I am grateful for the prompt and helpful support that I received.
ST1559124	Thanks for all your help and support.
ST1559220	Rao is always very helpful.
ST1560141	Problem was solved wonderfully well. Thank you for your prompt response. R. Feller Baum
ST1562448	Service was efficient! Very satisfied with work done!
ST1562566	WELL DONE.
ST1565230	Thanks!
ST1572014	It turns out that OFM was able to help me out. One who handles the processing of EIN requests was not available, but someone else was able to help. Thanks again to Leila for her help.
ST1573727	as always excellent service from JASON WOO
ST1574704	This was a much more timely resolution to my problem than I had yesterday to my password problem. For that problem, I was not contacted for 2 1/2 hours and then as I was leaving for a meeting. That service yesterday was TOTALLY unsatisfactory. I did no
ST1584224	Very polite and eager to listen and help my whole office since the problem was affecting the other computers as well as my own.
ST1585128	I would like to commend Ms. Davis service. She is always prompt, courteous and resolution is ALWAYS correct on the first resolution visit!
ST1585475	The person who helped me (Todd) did an excellent job, he called several people to get me set up with the access. (which I thought I already had) Fixed in less than 10 minutes! Thanks!!
ST1592638	I found the representative who helped me to be exceptionally kind and patient. My problem was resolved very efficiently.

ST1593903	If I want to login to ECARES at 3:55pm I should be able to do so. Still my work day.
ST1594888	Our Desktop Support Team is the greatest! Especially Pam Davis - she always goes out of her way to support you.
ST1595317	I was not here when move was made so can't vouch for courtesy of the technician. I was never contacted as to where I wanted the phone placed and the cord is just barely long enough to reach the desk surface (phone dangles by cord when overhead cabinet doo
ST1601539	I never knew about this anti-spam report option - why not publicize it more so employees know and can use it!!
ST1602723	Thanks for help
ST1609166	The problem was that my Blackberry stopped working because the contract ran out. Last year before this happened, I received a message from the NIH Wireless team warning me that the contract had 4 weeks left. This was a valuable service, why has it been
ST1624997	I don't have any suggestions but the CIT team work promptly to solve my problem. Thank you.
ST1625427	Thanks!
ST1626752	I just want to thank the young lady who helped me out this morning. She was very patient with me and I thank her very much. I also Thank everyone else who tend to help me out whether I'm at home or at work. Thank you very, very much. Barbara Ann Pin
ST1627197	I really appreciate the quickness of the response (like, 15 minutes after request) and the clear interaction with the technician that resolved the mapping problem. Great work!
ST1627307	Response was quick and results were on the money!
ST1627660	Scott is ALWAYS very courteous, and makes sure the job is completed and conpleted correctly. Lets keep this one!!!
ST1628331	The service was great. A representative called me on Tuesday 6/28 to ask if I needed a PC installed. My response was no, but I actually do need a PC installed. In the voucher office, I make folders for patients and sometimes need to pull an ATV. I wou
ST1629994	I think CIT does an excellent job every time I have needed their assistance.
ST1556271	No.
ST1521401	Quick and courteous! Thanks so much.

ST1528528	EJ did an amazing amount of work in tracking down the cause of my problem. I really appreciate his efforts. In particular, I appreciate his complete explanation in the resolution field. Great work!
ST1529011	I do not recall receiving a call from CIT asking me if they should contact the AO. I also did not have a subsequent telephone conversation with CIT personnel on the final fix. The generated e-mail was the final notification to me that the AO or timekeep
ST1529480	This is a reoccurring problem. When Tech support upgrades my machine it seems as if the destroy my link to ITAS. Is there a way of preventing this. The tech support guy on the phone says that it just happens sometime. It certainly slows one down. H
ST1530645	She was very nice and her answer was helpful.
ST1531385	Yes I wonder if we will be able to correct profiles and/or statements of appointment/termination notices entry if there are errors. Must we contact the Help Desk for each correction, or can we correct ourselves.
ST1533752	Many thanks.
ST1536051	Thanks to Jesse for resolving my Blackberry Issues. I attend allot of meetings and My blackberry is very important to me to keep on schedule for customer contacts. Thanks again Joe
ST1536955	Great and fast help over the phone- thanks!
ST1542213	CIT has been supportive with its professional staff. I'm very satisfied.
ST1545284	My IT problem was resolved within minutes of my submitting an e-mail request to the HelpDesk. It is exceptionally satisfying to receive help within minutes so that I can get back to more productive tasks.
ST1547990	It's usually easier for folks to reach me via email, since I'm in so many meetings.
ST1549736	Everyone should be as courteous as she was and as effective in solving problems
ST1551551	The one question you didn't ask was "did the support person make you feel stupid asking your question?" The answer was NO! This was a quick resolution to an irritating problem and he handled it effectively on the phone. THANK YOU!
ST1553307	Thank you very much!!!
ST1553617	Staci provided excellent fast service!
ST1554079	Joe Gannon, with whom I spoke, was terrific.

ST1554242	I have delt with Mr. Danner on several occassions. He has always gave me excellent service and I dont know what your organization would do without him. Thanks again.
ST1556112	Anita M. helped me with my request. Her responses were excellent, a big help.
ST1556747	Pam does an excellent job. Please staff with more like her!
ST1559443	Scott is the best, I am so glad he is part of your group.
ST1561751	Yes, i am glad we have someone like Ms. Vila on our team she always take care of my issues thanks for her.
ST1563526	The problem was resolved, however, I think it might have been more customer service friendly had the person fixing the problem or someone from the Help Desk contacted me to confirm that the problem was resolved rather than my finding out the problem was r
ST1565442	Thank you.
ST1566071	No additional comments. Excellent service, thanks.
ST1566190	I am consistently impressed with the knowledge and level of customer service from the CIT help desk reps.
ST1566526	N/A
ST1569418	The only comment I have is, I'm still waiting for someone, to check on my computer to see why I am unable to print to the Xerox color copier.
ST1573389	Pam RULES!
ST1576018	The service provide was absolutely excellent, fabulous -- and just sooo wonderful. The problem was corrected immediately. The person that handled the job (can't remember his name but he did tell me) should get a nice raise, trip to the Caribbean :)!!!, or
ST1577727	Thanks to the help desk for assisting me with this delpro request. Barbara Guest
ST1578706	I was little confused at first but, later things went okay. I'm wondering if your techs can access my computer at the same time and show certain areas where I got lost or didn't see what he was referring too?
ST1579112	Thanks for your time and help. Apologies for the delay in filling out the survey.

ST1580454	All went smoothly and error free. Thanks!
ST1582306	Thanks Trish.
ST1584572	I want to acknowledge the following professionals for their professional ability, dedication, and courtesy regarding this and other recent tickets: Rob Loughlin, Gary Brown, Randy Lakin, John Warner, Sunny Patel.
ST1588666	I always get excellent service from the professional staff there. Thank you.
ST1590214	thanks for staying on the line to assure rebooting worked.
ST1590341	The consultant who helped me was extremely courteous and helpful. She's also very patient.
ST1590654	stop using Remedy. The interface is slow, hard to use, and doesn't work with either Macs or Unix. As LAN tech support, I have to interface with a screen that frankly has too many options, many of which are obscured under drop down menus. Althoug
ST1595070	Keep up the good work
ST1595920	Michale Moore is an excellent worker, and very efficient. Thanks
ST1596479	Thank you.
ST1602946	I don't know of anyone who knows of this useful feature!
ST1603814	Very conscientious... great service!!
ST1603910	Thank you for the quick response!
ST1604066	The response was extremely fast -- and the techs fixed the problem, and over the phone. It would be hard to ask for much more: A+
ST1607050	Thank You.
ST1608276	Really great job!

ST1612335	I was having a problem changing my password. The lady was very courteous and she walked me through the process and I had no problem changing my password after talking to her. Excellent Customer Service.
ST1613156	Technician was very helpful, called back to verify problem was fixed.
ST1618176	This was excellent service by a competent person who answered all questions and did a great job!!! Thanks, Dan Young
ST1626191	Carla Fox was quick to understand the problem and to respond. I called her at 4:10pm with a problem that had to be resolved that day.
ST1629525	N/A
ST1630985	Thank you for having the "answer" on how to "change my ADB" password. The Help-Desk is extremely important for all employees' upcoming questions/challenges.
ST1633950	The high standard of service is continuous! I am grateful for the timely, courteous and accurate assistance I receive.
ST1518113	I have worked with Steve Buck many times and he is very competent and professional. My interactions with him have always been positive.
ST1518386	He knew what to do and accomplished it immediately without interrupting my busy work schedule. He's much appreciated here.
ST1519516	Kudos to the patient person who helped me through a different version of programs.
ST1527409	The technician was extremely helpful and patient. Thanks!!
ST1527729	I always get excellent service, thank you.
ST1529135	Excellent Customer support. Great turn-around on rebuild replacement PC. Great job overall.
ST1533939	I am very pleased with your response and help.
ST1535793	Dustin took the extra step in assisting with my request by sending me the required form. Had he not done that, I probably would still be searching for the correct form. I really do appreciate the wonderful service.
ST1536069	This PI had an application that was just reviewed and couldn't access his file through the commons. Thanks for fixing his role. That was really quick! VA
ST1537128	I updated my computer with a later version of Adobe Acrobat (6.0) and now I am able to pull up PDF files. Thanks!

ST1537432	Carla was helpful and very professional.
ST1540796	REpresentative was very helpful and courteous. Martin
ST1541954	no additional comments
ST1550153	Lightning-fast resolution to an urgent problem. Thank you!
ST1551650	This was an email request so I didn't have any interaction with a consultant.
ST1553073	person who answered the phone couldn't help me ... but was able to connect me with a knowledgeable person who problem solved with me until it was corrected - thanks!
ST1553764	The work was done in a very professional manner and we were very pleased with the service.
ST1562528	GREAT SERVICE
ST1564913	I submitted my request by email. It would be nice to get a response giving me some idea of when the issue was going to be addressed. I assume there is a 24 hour turn around time...but I've never been sure if I could depend on that. I submitted my request
ST1567165	Appreciated the help.
ST1569920	Well, I was not expecting to get such a great help! It was an excellent help I can tell. He (Mr. Joe Gannon) realized all possible problems I may be facing and how I can solve those and how my current problem. Thank you very much!!!
ST1570244	The NIH Help Desk is my best resource for any help. Thanks.
ST1570796	Terrific help with a problem that required very specialized word xp expertise. Providing access to skilled individuals with substantial experience on the use of specific software packages is a real improvement gained by the institute wide NIH help desk system
ST1576104	I said this was resolved satisfactorily because the agent gave me a straightforward answer quickly. Unfortunately, it really isn't satisfactory (due to no fault of hers) since I don't understand why NIH can't find a way to enable people like me whose IC
ST1576506	The service I received regarding this request was excellent and timely.
ST1583261	Thanks Dustin.

ST1586623	Scott is very courteous and professional Julio
ST1589590	Pete is great. always very helpful and nice.
ST1597359	no additional comments
ST1602585	JOB WELL DONE, TO GOD BE THE GLORY.
ST1605444	I called the NIH helpdk and was referred to another young lady whom I must say deserves an award. She knew exactly the problem and how to handle with respect. I've been waiting 2 wks to get prob resolved.
ST1609548	I did not anticipate that service would be so prompt. I was pleasantly surprised. Thanks so much! A. L. Bilal
ST1610489	My only contact has been via e-mail. Problems are usually addressed in a timely manner.
ST1610878	Great desktop support...
ST1611490	Thanks.
ST1613222	Mr Jason Woo is always excellent. Thank you.
ST1613377	Thank you!
ST1613492	very helpful
ST1615863	Thanks!
ST1616055	When I called the first time, the person never entered my request, but told me someone was going to be down. I never knew about this ticket number and such till I called back 5 hours later and someone else handled the situation and actually entered the re
ST1616315	I just wanted to thank alex for being persistant and getting back with me in a timely manner.
ST1619011	Cathy was extremely helpful. Her handling of my problem was highly efficient and effective. She had a MAC specialist who fully understood my problem follow up with me. I appreciate his efforts as well. Thanks to ALL! Joe
ST1620763	The technician who assisted me was quite responsive. He clearly communicated the steps for changing a password for the Delpro System.

ST1625095	Pam promptly came around and showed me how to save my document as a .mht instead of .html and I was able to open the document just as if it were an html document. Thanks Pam, you're the greatest!
ST1625846	Nothing lacking, you guys do a great job.
ST1632243	Not at this moment. Thanks for your promptness.
ST1517756	Just testing the survey - need to know if the Submit button works on Macs.
ST1521493	Scott May and Pam Davis provided wonderful customer service.
ST1522274	The person was courteous, patient and extremely helpful. My problem was resolved in record time.
ST1532983	thanks, good service!
ST1534271	Outstanding!!!
ST1537551	Thanks.
ST1538279	The Customer Service Rep was extremely pleasant and helpful-----I do not remember her name.
ST1538509	Thanks a lot to Ron
ST1539763	Stephanie Clark is absolutely wonderful! Always so helpful and patient! She's a keeper!!!! Janie
ST1545132	Thank You very much.....R.M.W.
ST1545494	Quaye completed this task expeditiously!!
ST1547087	I received excellent service in a timely manner. Thanks
ST1548341	Just keep up the good work,thanks!
ST1549221	GREAT RAPID SERVICE as Usual!
ST1550097	I have only/always experienced timely and quality service with everyone with whom I've dealt in CIT. Thanks for the superior service!

ST1553114	The URL that the CIT person gave me over the phone was https://itas.nih.gov and that worked. The URL shown on the previous page of this report had http without the "s". Which is really correct?
ST1553246	The Help Desk was very helpful and pleasant on the phone.
ST1554204	I have always felt that Richard Moon and Bill Nguyen have been exceptionally helpful. The person I spoke with just now was great as well.
ST1557390	Was very thankful for the solution to the problem given by the technician. Nice phone personality also.
ST1557653	Quick, courteous, efficient service. Thank you
ST1558567	Jossy was great. I had almost no down-time from a crashed hard drive and was able to recover all my needed data.
ST1560019	Very quick service. Thanks.
ST1562102	Mr. Boris Johnson was extremely helpful and my problem was resolved very quickly. Thank you very much.
ST1569180	K/Cathy was very patient.
ST1571631	Service was excellent! Keep up the good work!
ST1574989	Thanks!
ST1578826	The Help Desk Staff members have been helpful, courteous, and timely in the resolution of requests submitted. Thank you.
ST1580271	Job well done, walked me through the process. Thanks
ST1580633	I think I already submitted a survey for this request. For tickets submitted in my name, I really need the users name who had the problem. Otherwise, I can't keep track of who the ticket is actually for. Thank you!
ST1585544	Scott May was extremely responsive to my last minute request. I realized that I would need this PC to work over the weekend and he completed the job so that I could. I appreciate his willingness to do this! Very nice, Very courteous, and Very responsiv
ST1586686	Help Desk personnel were very helpful and courteous.
ST1589089	Keep up the good work!

ST1592761	You and your associate always do an excellent job
ST1595337	Maybe the first thing she should have asked is whether I had the caps on. (I felt so stupid after all the time we spent trying to get to the problem.)
ST1598617	No comments at this time.
ST1599370	I appreciate you taking your time to help me resolve my issue, as always!
ST1600167	hi m
ST1602194	Bill Nguyen and Richard Moon are excellent!!!
ST1602551	Pam is a Goddess on 2 feet!
ST1604287	no comment.
ST1605319	Excellent support/service. Thank you.
ST1607147	I really believe there needs to be a way to have a Universal password that works with all the systems available at NIH, from DELPRO to the NBS to EHRP.
ST1611044	Excellent!
ST1614634	Karen is outstanding professional.
ST1618350	Thank you so much for taking care of this. The office is so peaceful now.
ST1618515	Maybe for computer illiterates like me, your recording should say "have you tried re-booting to solve the problem?"
ST1618622	Incorrect computer setup from 3rd floor impacted my LAN printer. No way for TASC to know.
ST1622309	Even though I had to hang up, the tech followed up with an email promptly. Thank you again.
ST1625072	The consultant took the time to walk me through the steps to reactivate my mail rules. He did not rush through the explanation/steps and ensured I was following along with him.
ST1625137	Todd was very helpful!

ST1513704	Patty Cleveland was exceptional in her knowlege and ability to walk me through the process and receive immediate results. Thanks Patty.
ST1519706	The gentlemen that handled my account did an very good job finding the problem and completing the task.
ST1520840	Thank you
ST1521349	Very courteous
ST1527355	I first phoned in at about 6:29am. The system put me on hold, and told me to wait for the next available technician. I waited with no answer until about 6:50am, and decided that either the network was completely down and everybody was tied up, or there
ST1529441	At first I couldn't send Email, then, the email was disapearing, then another problem came up where the tech (Scott May) had to completely remap my email and he did a great job. then another error happened . . . as he mentioned this PC is due [NEEDS] to b
ST1535097	Quick Turn around even on a non-dell PC. Great work!
ST1535451	Excellent service!!!
ST1537826	She did and outstanding job, thanks for having her in our work place.
ST1538090	Ray was very responsive and willing to help.
ST1547082	The person who helped me was very pleasant, patient and helpful. Thanks!
ST1547737	Thank you!!
ST1550131	Outstanding job...
ST1556122	Rod was extremely patient, checked out all options, and finally solved the problem. I couldn't ask for better service. Rahael then got on the line with good advice on how to back up my Outlook folders. Many thanks.
ST1563971	You all at ISG/STG are the best! This works beautifully and this will save time too. Thank you once again. -mg
ST1573803	Good job by Rahel.
ST1579853	The young male was very helpful and professional. I appreciate the outstanding service.

ST1581927	Your assistance was first rate, but I did not know this was a multiple technician support effort. Some indication that your action was complete, but further work needed to be accomplished would have helped and avoided some confusion. Thanks!
ST1584219	The help desk representative help me solve the problem during the initial call to report it. She was great and I appreciate her help.
ST1589599	Karen Botts worked cheerfully & tirelessly, trying different solutions until she found the cause of the printer failure; she is in the process of obtaining a new part to resolve the problem. Thanks!
ST1591782	The NBRSS Travel System has been very slow lately unlike it has been in previous months. I will wait and see if it continues to cause problems and then if it does call the Help Desk back. Thanks.
ST1607641	No additional comments since the service I have received has always been excellent.
ST1610342	I have always received excellent help from all staff at CIT. This time I spoke with Brett & Paul, and both were great. Thanks!
ST1615899	The person who helped me was able to make sense of a confusing situation and, in the end, was able to put me in touch with the right people. I appreciate his help.
ST1616768	Rod Roberts was thorough, kind and considerate. He is a tremendous asset to your office. Thank you, thank you, thank you!!!
ST1617458	I very much appreciate the consultant's patience and good humor. Thanks.
ST1617706	This is a nice addition to the survey, as previous versions were very frustrating because one could not describe what actually transpired. This is much more satisfying. Thank you.
ST1618157	Thank you Pam for your continued OUTSTANDING support to Operator Services!!! Keep Up the Great Work!
ST1621451	Tony was very, very helpful.
ST1624113	Phil Jenkins is great!
ST1626054	DArla is fabulous!!
ST1628060	Did a great job.
ST1628825	Thanks.
ST1630616	The gentleman who assisted me was very friendly and helpful. Thanks!

ST1632149	Receiving support from someone with such a pleasant attitude is a joy!
ST1632598	My supervisor and I found it more than a little disturbing that the Exchange server that our entire office is on would be rebooted in the middle of the day without prior notification or warning.
ST1552812	THIS IS A TEST SURVEY. DISREGARD.
ST1518195	The upgrade service pack was on my desk top not lap top but I think the result is the same.
ST1518910	I understand that this concern was expressed by others, the culmination of which spurred on these changes. Nonetheless, I am glad to see action in direct response to client concern. Thank you.
ST1520932	THE CIT Desktop Support team does a wonderful job.
ST1521530	The service exceeded My expectations
ST1521662	Ray Danner and Richard Klein were especially helpful.
ST1526819	Thanks for your help.
ST1526830	Very excellent help as usual.
ST1529658	Thank you
ST1530343	This was the second try to resolve his problem with help from CIT/TASC. The first go-round didn't resolve this problem so we are very grateful to Mike Flanagan and Phil Davis for resolving it on the second try!
ST1544175	Andy Anderson ws extremely helpful and patient. I appreciate his persistence and patience in getting this resolved for me. We need more individuals like him. Thank you.
ST1544224	allen is the man!!
ST1544489	Joe Gannon was exceptionally helpful, suppportive, patient, and courteous.
ST1546619	Thanks
ST1547676	Dispelled a myth for me. Thanks Alex.
ST1548433	no

ST1550045	no improvements needed
ST1550134	Total satisfaction related to all computer/network repairs...Thanks
ST1552464	I strongly suggest that you allow more than two tries for logging onto eRA Commons or IMPAC II before locking access. I think permitting at least 5 attempts would be reasonable without compromising security.
ST1553341	I have used this Help Desk several times while working at home for software/citrix and other IT challenges and found everyone MOST helpful and, even on weekends! Thanks--I appreciate it!
ST1556441	None at this time
ST1560971	Thanks to everyone for their assistance.
ST1563241	Joe Gannon is very patient and very polite. I appreciate all of his help. Mattie
ST1563887	If we could only get the rest of the government to be so effective.
ST1566997	Randy Francini is always helpful and courteous. Thank you Randy for your prompt service!
ST1573972	It is a great pleasure work with Karen. She is really professional.
ST1576408	Thanks
ST1576946	The initial response was not exactly satisfactory but the consultant tried his best to be helpful and the problem was eventually resolved.
ST1577191	Joe is a GREAT guy!!!
ST1578067	The ticket was cancelled before anything was done. I had mis-typed my password a couple of times so there was really no problem that had to be fixed.
ST1581078	I really appreciate Quang responding to the matter immediately so that I may be able to carry out the task that are required of me efficiently and effectively.
ST1588422	We both had trouble changing the password and had to call the NIH helpdesk, but once we did we were able to get the password changed to something the system would accept. The major problems were that I was not notified that my password would be expiring
ST1590112	Consultant was prompt and very knowledgeable on requested procedure.

ST1591066	I don't have any suggestions; however, I want to commend the CIT staff person that assisted me today. She was very professional in her tone and prompt in her response in helping me. Thank you very much.
ST1591943	Thank you for expediting in such a timely manner for the different names which were one and the same person. Virgina Wills
ST1592953	The gentleman was very kind and patient with me.
ST1594145	Keep up the excellent work!!
ST1594732	Patty Cleveland is always courteous and extremely helpful. Thank you Patty!
ST1598864	The person helping me was extremely courteous, knowledgeable and concise. Couldn't be better. Keep up the good work!
ST1605537	Service Tech, Phil Jenkins, was very professional and knowledgable.
ST1610079	Alex Naron was very expedient, courteous, and professional in handling my request!
ST1613011	Keep up the good work!
ST1614356	The traffic on the NIH servers must be tremendous. I guess I should be glad things work as well as they do.
ST1615236	The consultant was extremely courteous and helpful!
ST1626318	Jamie was articulate, patient and efficiently walked me through the process.
ST1629088	The young lady was very profesisonal,knowledgeable and courteous. Great job!!!
ST1629880	He was very pleasant and helpful.
ST1632897	Rich Welty is a superb MacIntosh computer support expert. who is consistently responsive and effective in solving user problems for our Center. Please ensure that he is appropriately recognized for his outstanding performance. Thank you.
ST1634770	Pam Davis is consistently excellent in her support of our group!
ST1512132	Scott May was very prompt and friendly and successfully solved the problem

ST1514487	You guys are great! Thanks, Leonardo
ST1517783	I worked with Carla to resolve this problem and she couldn't have been more helpful and patient with me. Thanks again to her.
ST1521079	Thank you for service!
ST1523015	Terrific support, thank you!
ST1533938	Everyone was very helpful.
ST1535232	Did a great job! very pleased.
ST1537787	He provided timely help that did the trick -- and went beyond what was expected. Very nice of him.
ST1539945	the comment i have is that i was changing my password in titan...the box asked for userid which i entered....after speaking with the technician, i was told that the system showed my password as having my account attached also...i asked if the box asking f
ST1543648	None
ST1545311	Thank you for the quick response and good work
ST1545982	request was handled in a timely manner. Thanks
ST1553177	Thank you!
ST1554083	I get very excellent help as always.
ST1554735	Quick and effective response
ST1558342	As long as Joe Gannon is affiliated with CIT, I know I will never have a Mac question/problem that will remain unsolved. He is the most knowledgeable and understanding CIT customer service expert I have encountered in my 17 years at NIH!
ST1559052	Stephanie with the DW team was Very helpful, but a message should have been sent out to all DW users stating that the ICAWEB plugin had been updated in the first place. Thanks.
ST1559622	Laura Mulieri always gives me excellent support when resolving license issues with NIH software for NIEHS.

ST1559745	The help I received was first rate.
ST1564431	The password requirements are too difficult, causing one to have to simply write it and paste it on the computer--clearly contraindicated!!!dena yver
ST1565390	Very fast and accurate service. Fixed my problem. Thank you.
ST1571835	A+
ST1573398	Although the IT person was not able to fully delete my problem, he did point me in the right direction, I took that direction and the problem went away. Thanks
ST1576425	many thanks to Jossy, she delayed her lunch to help me out with getting the projector up and running for a meeting.
ST1577152	Testing for Shawn.
ST1577784	The individual was extremely helpful and should be commended. Paul J. Duska, Contracting Officer, NICHD
ST1584759	Thank you so much!
ST1586499	Scott did an excellent job.
ST1594471	The consultant was very polite and generous. He walk me throught each step with patience and gave me specific instruction to my understanding.
ST1596982	Pam has always been superb anytime I've needed help at the Help Desk.
ST1597228	Daniel is the best. He really knows what he is doing and always has a smile!
ST1601158	Thank-you.
ST1608990	Ron Parrish and Allen Duong are excellent
ST1610193	No one called me back after my first call placed 6/10 after 5PM. When I call the second time on 6/14 my call was promptly returned.
ST1621885	Thanks for help
ST1623399	Thanks!

ST1623718	The person at the help desk, was very helpful. Thank you very much.
ST1625305	Very quick response. thanks.
ST1627684	thanks so much!
ST1630680	Everyone should be as good as Roger Litow. He is pleasant, listens, efficient and responsive in a timely fashion. BRAVO!
ST1632453	Customer service by this employee was excellent!
ST1632677	Hope to give us suggestions frequently.
ST1632680	Brian was extremely patient and calm. I was very upset when I first called him because I was so frustrated thinging that I had deleted all entries on the calendar and he was a tremendous help. Thank you Brian.
ST1633296	Now I only have to wait for the TSR to get handled.
ST1634696	The Help Desk is outstanding. Once again my problem was solved with skill, professionalism and exceptional customer service. Thank you.
ST1481469	Sylvia is wonderful
ST1513838	The customer representative was very professional and knowledgeable about the task to be completed.
ST1514841	Thanks. Just used IMPAC II module to release awards. Thanks.
ST1516624	It is a great pleasure to work with Karen.
ST1520603	no comments
ST1520827	Thank you.
ST1521231	It would be nice to find out what the actual problem is that continues to cause my.nih.gov to go down.
ST1526783	YOU ROCK!

ST1535639	Brett Wimsatt went the extra mile for me to get this resolved. I was able to inform the Branch Chief whose travel this is, that it was corrected quickly and efficiently. Much appreciation to him and all involved behind the scenes. I keep saying it - yo
ST1539637	fabulous job folks!!!
ST1547868	no
ST1550138	Jessie Jackson always performs computer/network services in an outstanding fashion. I commend Jessie for his customer service which he out performs any computer tech in my lifetime!!! Keep up the "Great Job"...Jessie!!! V/R R
ST1552957	Mr. Davis had a complete understanding of the problem and did an excellent job of completing the request. His manner was thorough and courteous and he completely answered any questions I had.
ST1563315	I'm grateful that someone from Tech Support works after 5:00! Please keep it up. Thanks --
ST1565445	Problem solved quickly. Thanks Al Robertson
ST1569964	This questionnaire is irritating and the questiona seem redundant.
ST1570218	Ken Weeks did a great job
ST1571892	Jason Woo is one of the best and most efficient technicians that you have. He deserves praise.
ST1573394	The only problem I had was that it seemed that once the line had been installed on Wednesday morning 5/25/05, no one had been told the work was complete. I was called out of a meeting on Wednesday afternoon because another technician came to install the a
ST1575616	Morgan Glines was outstanding.
ST1577274	Well done. The person who answered passed me to Francisco. He solved my problem and even helped me do something that I thought was impossible -- change the name of my VPN connection entries to "home" and "office." Make sure everyone knows how easily th
ST1584483	The support staff was very efficient and did a great job to make sure that the work was completed.
ST1589853	The response was stunningly fast.
ST1591840	I was very impressed with the representative who took my call and immediately understood my problem. Resolution was faster than I had anticipated. Many thanks, and continued great customer service!

ST1592529	Mike Dorsey emailed me excellent feedback on what he found and asked me to confirm that the problem had been resolved. He did an exceptionally good job on handling this ticket. Thanks!
ST1603140	Fast, excellent, efficient service!
ST1623810	A speedy resolution. Thank you!
ST1625782	Thanks for the quick response.
ST1626913	Pam Davis is very good at providing excellent and timely service!
ST1631133	t